



United States
Office of Personnel Management

FWS Job Grading Standard for

Elevator Operator

5438

TS-7, 4/69

**Workforce Compensation and Performance Service
Office of Classification Programs
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NOTE

This standard has been converted from the original paper format to electronic format without substantive change in series coverage or grading criteria. The standard was reviewed to correct errors that may have been introduced during the conversion process. In some standards minor corrections were made such as updating references to other documents that may have become obsolete, or correcting minor typographical errors in the original standard. Any errors that remain due to conversion to electronic format should be minor and are not intended to change the meaning of the original standard.

WORK COVERED

This standard is to be used to grade all nonsupervisory jobs in which the primary duty is the running of freight or passenger elevators. The work includes opening and closing elevator gates and doors, working elevator controls, loading and unloading the elevator, giving information and directions to passengers such as on the locations of offices, and reporting problems in running the elevator.

WORK NOT COVERED

Jobs that mainly involve the repair or inspection of elevators are not covered by this standard. Jobs that at times involve operating a freight elevator also are not covered by this standard if the primary duty is work such as obtaining, moving, and delivering materials to work sites or storage areas; loading and unloading supply trucks and placing supplies in storage; or keeping other workers supplied with needed materials or work.

TITLES

Jobs covered by this standard are to be titled *Elevator Operator*.

NOTES TO USERS

The duties of some elevator operator jobs involve giving information to passengers such as on the location of an office, office hours, or floors which are restricted to visitors. Such elevator operator jobs, however, have the main purpose and primary duty of physically "moving" people by operating an elevator and, therefore, are trades and labor jobs. They differ from General Schedule positions such as those of [Information Receptionists](#) where the main purpose is to give information, and the primary duties involve the keeping and use of clerical records, directories, locator records, personnel listings, and records of visits.

5438-1**Elevator Operator, Grade 1****5438-1**

General: The work at this grade involves either (a) running a freight elevator and loading or unloading the elevator where heavy physical effort is not required, or (b) running a passenger elevator in a building not usually visited by the general public, and answering questions on the locations of offices or rooms when the passenger gives clear information on the place to be visited (for example, the name of the office, or room number).

Skill and Knowledge: The WG-1 Elevator Operator must know how to work the controls in running the elevator. He must be able to read and follow a small number of easy to understand safety rules such as on loading, load or passenger limits, and smoking, as well as to remember the locations of offices or other places visited by the passengers. The work at this grade also requires skill in opening and closing doors and gates by hand, and in using one or several hand controls to start and stop the elevator, control its movement and direction, and "level" the car with the floor.

Responsibility: The WG-1 Elevator Operator follows standard procedures, rules, and instructions given by a starter or supervisor. He must use care to operate the elevator safely, and make sure that loads are properly placed and balanced to prevent accidents or damage. The elevator operator brings problems, such as doors that do not close properly or other unsafe conditions, to the attention of the supervisor.

Physical Effort: The work involves standing for an hour or more at a time, for example, at rush periods. The elevator operator frequently lifts and moves objects weighing 5 to 14 kilograms (10 to 30 pounds), and occasionally about 20 kilograms (45 pounds), to load and unload freight elevators. He also helps other employees to move heavier loads, occasionally assists handicapped passengers or, in hospitals, pushes patients on wheeled stretchers or in wheelchairs. Physical effort also is used in working controls, and opening and closing gates and doors of elevators by hand.

Working Conditions: The work is done mostly inside in elevator cabs that usually have sufficient light, heat, and ventilation, but the operator may be subject to drafts and minor vibrations. The work also involves exposure to cuts, bruises, and scrapes in opening and closing gates or doors by hand, or in loading and unloading freight elevators.

5438-2**Elevator Operator, Grade 2****5438-2**

General: The work at this grade involves either (a) running a freight elevator and loading or unloading heavy items, or (b) running a passenger elevator in a public building where this requires contact with the general public (such as tourists, foreign visitors, private citizens), answering questions of passengers (for example, on office hours, days on which exhibits will be open), and giving directions to visitors.

Situations and Factor Descriptions: The following two situations are typical of the WG-2 level:

Situation #1: The elevator operator runs a freight levator to transport heavy items such as crates, cartons, and equipment between floors of a building. He lifts and moves heavy items to load or unload the elevator, and sees to it that the loads are properly placed and balanced in the elevator cab.

In comparison with operators of freight elevators at the WG-1 level, the WG-2 Elevator Operator must use greater physical effort to lift and move heavier objects when loading and unloading the elevator. The work also requires more skill and care to handle, lift, or carry heavy objects safely.

Skill and Knowledge: The WG-2 Elevator Operator must have ability and skill in handling and moving heavy objects. He must have knowledge of how to work the controls and to operate the elevator safely. He also must know how to place and balance heavy loads in the cab to prevent damage or accidents.

Responsibility: The WG-2 Elevator Operator follows standard procedures, rules, and instructions given by a starter or supervisor. In comparison with the WG-1 level, the WG-2 Elevator Operator must use greater care in handling and moving heavy objects safely and make sure that heavy loads are properly placed and balanced to prevent accidents or damage. The elevator operator brings unsafe conditions to the attention of the supervisor.

Physical Effort: In comparison with the [WG-1 level](#), the WG-2 Elevator Operator must use greater physical effort in frequently lifting and moving objects weighing up to about 18 kilograms (40 pounds), and occasionally 23 kilograms (50 pounds) or more. Physical effort also is used in working controls, and opening and closing gates and doors of elevators by hand.

Working Conditions: Working conditions at this grade are the same as those described at the [WG-1 level](#).

5438-2**5438-2***Situation #2:*

The elevator operator runs a passenger elevator in a public building where this requires contact with the general public. He answers questions of passengers and gives directions such as on the locations of offices, shops, or exhibits, office hours, days on which exhibits are open to the general public, or how long the exhibits will last. In some jobs at this grade level, he may be expected to tell visitors of restricted floors.

In comparison with operators of passenger elevators at the WG-1 level, the elevator operator at WG-2 must have more knowledge to answer a greater variety of questions, skill in contacts with the general public, and ability to handle a larger number of problems without assistance by a supervisor.

Skill and Knowledge: The WG-2 Elevator Operator must have knowledge of the locations of offices, shops, exhibits, or rooms visited. He must have the ability to remember information of interest to visitors such as changes in office hours, locations of exhibits, or starting dates of new exhibits. Work at this level also requires some skill in handling problems involving contacts with the general public and giving directions.

Responsibility: In comparison with the WG-1 level, the WG-2 Elevator Operator must answer a greater variety of questions and handle more problems without assistance of a supervisor. He must be courteous in contacts with the general public, and answer questions in a pleasant manner. The work is done following standard procedures and rules, and within the limits of standing instructions by the supervisor. The elevator operator reports accidents, unsafe conditions, or problems involving improper conduct of visitors to the supervisor as soon as possible.

Physical Effort: Physical effort required at this grade is the same as that described at the [WG-1 level](#).

Working Conditions: Working conditions at this grade are the same as those described at the [WG-1 level](#).